



CIT OF ARNOLD ANIMAL CONTROL VOLUNTEER MANUAL

Guidelines and Information for Volunteers Supporting Animal Control Operations

City of Arnold

Health, Animal & Vector Control Division

2912 Arnold Tenbrook Road

Arnold, MO 63010

Phone: 636-282-2387

Email: animalcontrol@arnoldmo.org

Website: www.arnoldmo.org

FACILITY HOURS:

Public and Volunteer

7:30 am – 4:00 pm (Monday through Friday)

Volunteers should keep this packet with their records for reference

DIVISION MISSION:

Animal Control staff are committed to protecting citizens and their pets by investigating animal bites, stray cats and dogs, animal nuisances, aggressive or dangerous dogs, as well as animal neglect, abandonment, and cruelty cases. Dogs and cats that are placed in the City's care are treated humanely and, if possible, are offered for adoption if not claimed by their owners.

DIVISION GOALS:

More commonly known as "Animal Control", the goal of the Division is to balance the health, safety, and welfare needs of people and animals in Arnold by responsibly and humanely enforcing the Animal Control & Welfare Ordinance; and reducing the threat of mosquito transmitted diseases through an integrated approach to mosquito abatement.

DIVISION VALUES:

- ✿ Duty
- ✿ Integrity
- ✿ Pride
- ✿ Knowledge
- ✿ Commitment
- ✿ Resolve
- ✿ Ability
- ✿ Accountability
- ✿ Courage
- ✿ Compassion

Welcome to the City of Arnold Animal Control Volunteer Program:

Arnold Animal Control recognizes the importance of volunteers dedicated to the care and placement of stray, lost, abandoned or surrendered animals within the community. Thank you for your important interest in serving as a volunteer.

By participating as a volunteer with Arnold Animal Control you can support more humane treatment of animals that need special care, and support the community, by:

- ✿ Assisting animal care staff at the Pound facility;
- ✿ Aiding in educating the general public about pet over-population and the need to be responsible pet owners;
- ✿ Reporting animal abuse to Animal Control;
- ✿ Assisting with special events, such as rabies clinics and educational fairs;
- ✿ Assisting animal care staff at the Pound facility to provide general care, bathing, grooming, exercising and overall nurturing of the animals.

VOLUNTEER OPPORTUNITIES

Arnold Animal Control is committed to utilizing volunteer resources effectively, including providing appropriate training and supervision, while promoting the Division's goals and objectives.

The following volunteer opportunities are generally available:

- ✦ **Administrative Office Support** – to provide clerical support, which may include data entry, filing, helping with other office needs, answering the telephone, assisting with social media and promoting and animals available for adoption.
- ✦ **Dog Walker** – to help caged pets obtain additional exercise, fresh air and human contact.
- ✦ **Animal Helper** – to visit with the animals at the Pound facility to help socialize, care, comfort, pet, brush or simply provide some “lap time”.
- ✦ **Kennel Assistant** – Assist staff with feeding, bathing, cleaning, and sanitizing the kennels.
- ✦ **Special Event Aide** – to perform various duties at events sponsored by Animal Control, such as rabies clinics and pet adoption stands.

VOLUNTEER REQUIREMENTS

Minimum Requirements

To be considered for a volunteer position through Arnold Animal Control, individuals must:

- 🐾 **Be at least 18 years of age** or accompanied by a parent or guardian at all times
- 🐾 Complete and submit an Arnold Animal Control Volunteer Application
- 🐾 Participate in an interview conducted by an Animal Control representative
- 🐾 Have no prior animal cruelty, neglect, or abandonment conviction
- 🐾 Be vaccinated against Tetanus (Vaccination against Hepatitis B is recommended, but not required)
- 🐾 Complete and sign a Volunteer Agreement and a Hold Harmless Agreement

General Guidelines

Volunteering at the shelter can be extremely rewarding. However, there are inherent dangers including the risk of injury from slips and falls and the possibility of an animal bite or scratch. For this reason, volunteers are expected to abide by Health, Animal & Vector Control Division policies and undergo a training/orientation session prior to their service.

Volunteer Work Standards and Conduct Expectations

1. Volunteers are responsible for maintaining the confidentiality of information to which they are exposed while serving as a volunteer. Volunteers are expected not to discuss with anyone outside of Animal Control any information concerning court cases in which Animal Control is involved.
2. Volunteers are responsible for completing a personal record of attendance and must sign in at the beginning of their shift and sign out at the end.
3. Once volunteers have provided the day(s) of the week and hours that they are available to volunteer and receive a shift assignment from Animal Control, each volunteer is responsible to report for his/her assigned shift. If a volunteer is unable to report for his/her assigned shift, he/she must notify Arnold Animal Control as soon as possible.
4. Volunteer must be able to perform while being exposed to the Animal Control Facility environment (i.e. constant noise/barking, animal hair and dander, cleaning chemical odors, etc.)

5. Volunteers are not permitted to handle any animal unless an Animal Control staff member has authorized the volunteer to do so. Volunteers will *never* handle animals involved in bite cases.
6. Volunteers are prohibited from certain non-public areas of the Pound facility unless accompanied by an Animal Control staff member.
7. Volunteers are permitted in the Pound Facility or on the grounds only when the Pound facility is open to the public or during special functions.
8. Volunteers are expected not to be impaired by alcohol or drugs, whether legal or illegal, when performing their volunteer duties for Animal Control.
9. Volunteers must wear closed-toe rubber soled shoes, long pants, and weather-appropriate clothing as approved by Animal Control staff.
10. Volunteers must be able to safely and efficiently operate assigned equipment after appropriate instruction.
11. Volunteers are expected to follow all instructions from staff whether written or oral.
12. Volunteers should immediately report any injury to the Animal Control Officer on duty.
13. Volunteers shall wash their hands before coming on duty and between handling of each animal to prevent the spread of disease and viruses.
14. Volunteers are prohibited from photographing/video recording and/or posting/publishing any reproduction of the animals housed at the facility. It is critical that the placement of pets be accomplished through the procedure adopted by Animal Control. Animal Control reserves the right to prohibit cell phones or other photographic/video recording devices in the areas where animals are housed or present.
15. Volunteers who are not meeting the needs of Animal Control will not be allowed to continue their volunteer service. Possible grounds for discontinuing a volunteer's service include, but are not limited to: abuse, mistreatment or neglect of animals; being under the influence of alcohol or drugs while performing volunteer duties; gross misconduct; insubordination; misuse of Animal Control property, materials or equipment; failure to perform assigned volunteer duties; and failure to follow the Volunteer Conduct Expectations above.

Arnold Animal Control

VOLUNTEER APPLICATION

City of Arnold - Health, Animal & Vector Control Division
2912 Arnold Tenbrook Road
Arnold, MO 63010

Arnold Animal Control is dedicated to eliminating the overpopulation of cats and dogs in the City of Arnold through education and stray/unwanted animal adoptions. Arnold Animal Control recognizes the importance of volunteers to provide care and find placements for stray, lost, abandoned or surrendered animals in the city. Arnold Animal Control welcomes new volunteers and thanks you for your interest in helping us achieve this goal.

Please take the time to complete this form and return it to the above address. An Animal Control representative will contact you regarding your time availability and the volunteer opportunities you have expressed interest in.

Contact Information:

Last Name: _____ **First Name:** _____

Address: _____ **City:** _____ **State:** ____ **Zip:** _____

Home Phone: _____ **Cell Phone:** _____

Driver License No. _____

Email: _____

Contact in Case of Emergency: _____

Relationship: _____ **Phone:** _____

Skills and Interest:

Education and/or special training: _____

Hobbies/Skills/Interests: _____

Volunteer Experience: _____

Describe your knowledge of and experience with animal care: _____

If your interest in volunteering is to earn community service hours or to participate in an unpaid internship, please provide the following information:

Community Service Number of hours: _____

Internship Number of hours: _____

Please note that we do not currently accept applications for court-ordered service hours.

Check the Volunteer Opportunities You Are Interested in:

- Administrative Office Support
- Dog Walker
- Animal Helper
- Kennel Assistant
- Special Event Aide

Background Information:

Have you ever been convicted of animal cruelty, neglect, or abandonment? _____

Are there specific tasks that you are unable or do not want to perform due to physical limitations or personal preference? If so, please list those tasks: _____

Do you have any allergies or other medical concerns that would affect your ability to volunteer with Animal Control? If so, please explain: _____

While working at the facility you are expected to be able to perform while being exposed to constant noise, barking, animal hair and dander, cleaning chemical odors, etc. Please initial here to indicate that you understand the work environment at the facility. _____

Animals at the facility may be euthanized for various reasons. Please initial here to indicate that you understand and accept that this practice is used at the facility. _____

Availability:

Please indicate the days and times you are available to volunteer:

- Monday Hours: _____
- Tuesday Hours: _____
- Wednesday Hours: _____
- Thursday Hours: _____
- Friday Hours: _____
- Saturday Hours: _____

References:

Name: _____ Phone: _____

Name: _____ Phone: _____

Signature

Date

Volunteer Agreement

I have read the Arnold Animal Control Volunteer Manual and I understand and agree to follow it when performing volunteer work for the City of Arnold/Health, Animal & Vector Control Division (“Animal Control”). I am providing my services to Animal Control in a volunteer capacity without any expectation of compensation or employment benefits. I further understand that Animal Control may terminate my volunteer involvement for any reason.

I understand that working with animals places me at risk. I release and discharge the City of Arnold, its council members, the mayor, employees, and agents from any and all claims or causes of action that I may have for any injury or damage I may sustain arising from my volunteer work for Animal Control.

I understand that I (or my parent(s) or guardian(s) if I am a minor) am expected to maintain adequate medical insurance to cover any injuries that may occur while I am performing any activities as a volunteer with Arnold Animal Control.

I affirm that I have never been convicted of animal cruelty, neglect, or abandonment. I agree to update this statement as changes occur.

This Volunteer Agreement is not intended to and shall not be construed as creating an employment relationship between the City of Arnold and the volunteer.

Name (printed)

Signature of Volunteer

Date

I authorize my child, _____, to participate as a volunteer for Arnold Animal Control and I support his/her participation as a volunteer in accordance with this Agreement.

Signature of Parent or Guardian if Minor

Date

Signature of Animal Control Supervisor

Date



HOLD HARMLESS AGREEMENT

My signature below indicates that I, _____, as applicant for the City of Arnold Animal Control Volunteer Program acknowledge that walking a dog necessarily involves some risk of injury, including, but not limited to, bites, scratches, slip, trips and falls. I agree to hold the City of Arnold, Missouri (“City”) harmless and indemnify the City from any and all liability for injury to persons or property occurring as a result of my engaging in the Animal Control Volunteer Program.

In case any suit shall be brought against the City on account of any act, action, neglect, omission, or default by me, I hereby covenant to assume the defense thereof and to pay any and all costs, charges, attorneys’ fees and other expenses, and any and all judgments that may be incurred by or obtained against the City.

Name (printed)

Signature of Volunteer

Date

I authorize my child, _____, to participate as a volunteer for Arnold Animal Control and I support his/her participation as a volunteer in accordance with this Hold Harmless Agreement.

Signature of Parent or Guardian if Minor

Date

Signature of Animal Control Supervisor

Date

